

**IN THE CLAIMS:**

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please CANCEL claims 2 and 9, AMEND claims 1 and 8 and ADD new claims 15-16, in accordance with the following:

1. (CURRENTLY AMENDED) A computer program product including computer executable instructions stored on a computer readable medium, wherein the instructions, when executed by the computer, cause the computer to perform:

creating transmission-record information based on information that has been transmitted to a user communication device in response to a first user call for utilizing an information provision service; and

transmitting the transmission-record information to an operator terminal device that responds to one of the first user call and a second user call different from the first user call, the second user call being another call from a user who has transmitted the first user call by the user communication device, and wherein

the information provided by the information provision service includes a plurality of information pieces, and the transmission-record information includes information about a transmission time of each information piece.

2. (CANCELLED)

3. (ORIGINAL) The computer program product according to claim 1, wherein the information provided by the information provision service includes a plurality of information pieces, and the transmission-record information includes information about whether each information piece has been completely transmitted.

4. (ORIGINAL) The computer program product according to claim 1, wherein the information provided by the information provision service includes a plurality of information pieces, and the transmission-record information includes data concerning a ratio of amount of each information piece that has been transmitted to the user communication device to total

amount of the each information piece.

5. (ORIGINAL) The computer program product according to claim 4, wherein the data indicates a diagram.

6. (ORIGINAL) The computer program product according to claim 4, wherein the data indicates a graph.

7. (ORIGINAL) The computer program product according to claim 1, wherein the instructions further cause the computer to perform creating supporting information that supports response communication for an operator using the operator terminal device based on the transmission-record information, wherein

the transmitting of the transmission-record information includes transmitting the supporting information to the operator terminal device.

8. (CURRENTLY AMENDED) A user information management apparatus comprising:

a transmission-record information creator that creates transmission-record information based on information that has been transmitted to a user communication device in response to a first user call for utilizing an information provision service; and

a transmitter that transmits the transmission-record information to an operator terminal device that responds to one of the first user call and a second user call different from the first user call, the second user call being another call from a user who has transmitted the first user call by the user communication device, and wherein

the information provided by the information provision service includes a plurality of information pieces, and the transmission-record information includes information about a transmission time of each information piece.

9. (CANCELLED)

10. (ORIGINAL) The user information management apparatus according to claim 8, wherein the information provided by the information provision service includes a plurality of information pieces, and the transmission-record information includes information about whether each information piece has been completely transmitted.

11. (ORIGINAL) The user information management apparatus according to claim 8, wherein the information provided by the information provision service includes a plurality of information pieces, and the transmission-record information includes data concerning a ratio of amount of each information piece that has been transmitted to the user communication device to total amount of the each information piece.

12. (ORIGINAL) The user information management apparatus according to claim 11, wherein the data indicates a diagram.

13. (ORIGINAL) The user information management apparatus according to claim 11, wherein the data indicates a graph.

14. (ORIGINAL) The user information management apparatus according to claim 11, further comprising a supporting information creator that creates supporting information which supports response communication for an operator using the operator terminal device based on the transmission-record information, wherein

the transmitter transmits the supporting information to the operator terminal device.

15. (NEW) A computer program product including computer executable instructions stored on a computer readable medium, wherein the instructions, when executed by the computer, cause the computer to perform:

creating transmission-record information based on information that has been transmitted to a user communication device in response to a first user call for utilizing an information provision service; and

transmitting the transmission-record information to an operator terminal device that responds to one of the first user call and a second user call different from the first user call, the second user call being another call from a user who has transmitted the first user call by the user communication device, wherein

creating supporting information that supports response communication for an operator using the operator terminal device based on the transmission-record information, and wherein the transmitting of the transmission-record information includes transmitting the supporting information to the operator terminal device.

16. (NEW) A user information management apparatus comprising:

a transmission-record information creator that creates transmission-record information based on information that has been transmitted to a user communication device in response to a first user call for utilizing an information provision service;

a transmitter that transmits the transmission-record information to an operator terminal device that responds to one of the first user call and a second user call different from the first user call, the second user call being another call from a user who has transmitted the first user call by the user communication device; and

a supporting information creator that creates supporting information which supports response communication for an operator using the operator terminal device based on the transmission-record information, wherein the transmitter transmits the supporting information to the operator terminal device.

17. (NEW) A computer program product including computer executable instructions stored on a computer readable medium, wherein the instructions, when executed by the computer, cause the computer to perform:

creating supporting information that supports response communication for an operator using an operator terminal device based on transmission-record information including timing information transmitted to a user communication device in response to a user call, wherein the transmission-record information including the supporting information is transmitted to the operator terminal device.